



Student Complaint Policy and Process

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Rushmore Business School aims to provide high quality services to our students. Unfortunately, things occasionally do go wrong and we need to be made aware when these happen so that we can respond and further improve our services. Complaints could be in any form, for example: in person, via email or phone call amongst others. All complaints received are dealt promptly, with fairness and are treated with confidentiality. By complaining, the student is not disadvantaged or treated less favourably.

The below flow chart better demonstrates the process:

